

EVIDENCE OF COMPETITION - INFORMAL SOLICITATION
IT Disaster Recovery and Business Resumption Audit

March 23, 2011

The Administrative Office of the Courts (AOC) is soliciting quotes to engage a CONTRACTOR to perform an audit of its IT Disaster Recovery and Business Resumption Policy. The deliverables must meet the requirements identified in Appendix A.

AOC will evaluate the responses based upon price, staff resume(s), and reference checks. The RESOLUTION OF PROTESTS procedures that are attached will be followed for this procurement.

The AOC reserves the right without penalty and at its sole discretion to:

- a. Reissue this solicitation with any changes the AOC deems appropriate; or
- b. Take no further action under this solicitation.

Please fill out the attached Response Form and return by email to:

Dennis Longnecker
Administrative Office of the Courts
1206 Quince Street SE
PO Box 41170
Olympia, WA 98504-1170
(360) 705-5269
FAX: (360) 956-5700
Email: Dennis.Longnecker@courts.wa.gov

Your response must contain only the Vendor Response Form. No other cover page (other than a fax cover page) or material should be returned. All responses must be received by Thursday, March 31, 2011, 4:00 PM local time.

If you have any questions about this informal solicitation, please contact the person referenced above.

Vendor Response Form

Vendor Information:

Name:	
Street Address:	
City, State, Zip:	
Contact Name:	
Telephone No.:	
Fax No.:	
Email Address:	

REQUIRMENTS	VENDOR'S PROPOSAL
Cost of Services	\$
Understand and meet all the requirements in Appendix A	___ Yes ___ No
Supply Resume of the staff who will onsite performing the majority of the work.	___ Yes ___ No
Supply three recent references, for which the proposed vendor has supplied equivalent services.	1A Name: 1B Company: 1C City, State: 1D Phone: 1E Date Services Provided: 2A Name: 2B Company: 2C City, State: 2D Phone: 2E Date Services Provided: 3A Name: 3B Company: 3C City, State: 3D Phone: 3E Date Services Provided:

RESOLUTION OF COMPLAINTS AND PROTESTS

NOTIFICATION TO UNSUCCESSFUL PROPOSERS

Firms whose proposals have not been selected for further negotiation or award will be notified via email at the email address given in the Vendor Response Form.

DEBRIEFING OF UNSUCCESSFUL PROPOSERS

Firms which submitted a proposal that was not selected will be given the opportunity for a debriefing conference. The request for a debriefing conference must be received by the RFQ Coordinator within twenty-four hours after the notification of the successful firm is emailed to the Firm. The debriefing will be held within three business days of the request.

Discussion will be limited to a critique of the requesting Firm's proposal. Comparisons between proposals or evaluations of the other proposals will not be allowed. Debriefing conferences may be conducted in person or on the telephone and will be scheduled for a maximum of one hour.

PROTEST PROCEDURE

This procedure is available to Firms who submitted a response to this solicitation document and who have participated in a debriefing conference. Upon completing the debriefing conference, the Firm is allowed three days to file a protest of the acquisition with the RFQ Coordinator.

Firms protesting this procurement shall follow the procedures described herein. Protests that do not follow these procedures shall not be considered. This protest procedure constitutes the sole administrative remedy available to Firms under this procurement.

All protests must be in writing and signed by the protesting party or an authorized Agent. The protest must state the grounds for the protest with specific and complete statements of the action(s) being protested. A description of the relief or corrective action being requested should also be included. All protests shall be addressed to the RFQ Coordinator.

Only protests stipulating an issue of fact concerning the following subjects shall be considered:

- A matter of bias, discrimination or conflict of interest on the part of the evaluator;
- Errors in computing the score;
- Non-compliance with procedures described in the procurement document or AOC policy.

Upon receipt of a protest, a protest review will be held by the AOC. All available facts will be considered and a decision will be issued by the AOC Administrator or his delegate within five business days of receipt of the protest. If additional time is required, the protesting party will be notified of the delay.

The final determination of the protest shall:

- Find the protest lacking in merit and uphold the AOC's action; or
- Find only technical or harmless errors in the AOC's acquisition process and determine the AOC to be in substantially compliance and reject the protest; or
- Find merit in the protest and provide the AOC options which may include:
 - Correct the errors and re-evaluate all proposals, and/or
 - Reissue the solicitation document and begin a new process, or
 - Make other findings and determine other courses of action as appropriate.

APPENDIX A – Requirements

Project Scope:

The purpose of *JIS Information Technology Disaster Recovery and Business Resumption Planning Policy* is to ensure that the JIS investment in information technology (IT) resources is protected against service interruptions, including large scale disasters, by the development, implementation, and testing of disaster recovery/business resumption (DR/BR) plans.

The Judicial Information System is a mission critical service for the Washington State courts. The Administrative Office of the Courts (AOC) must be able to demonstrate the ability to continue to provide IT services during recovery from a business interruption or service outage.

The three principal goals of disaster recovery/business resumption planning are to:

- Save data.
- Save hardware, software, and facilities.
- Resume JIS processing and restore data.

The policy directs the AOC to:

- Identify IT resources that are at risk.
- Implement useful plans to protect against identified threats and mitigate risk.
- Implement and test procedures for the recovery of IT services following a service outage.

The AOC is requesting an independent party to perform an IT Disaster Recovery and Business Resumption Audit for compliance with this policy and related standards. The work must follow industry audit standards.

Proposals should include the education and experience of the submitting/presenting party in the development of Disaster recovery plan audits.

Deliverables

Review current JIS Disaster Recovery Business Resumption preparation techniques, documentation, policies and processes. Contrast and compare the current AOC practices to the industry standards. Document and prepare findings for AOC consumption.

The following items shall be included in the review; although, other aspects of the process could be included based on the Vendor suggestions:

- Recovery timeline documentation
- Recovery plan documentation
- Planning and execution of testing exercises
- Tape backup processes
- Off-site storage processes
- Other policy and procedure documentation
- AOC staff involvement levels, both technical and non-technical

Key Assumptions:

1. The work will be performed onsite at the Administrative Office of the Courts Olympia, WA location.

2. Administrative Office of the Courts information and personnel required to complete each of the activities will be accessible as necessary for interviews and project participation in order to meet defined schedules.
3. Administrative Office of the Courts will make all final decisions regarding recommendations, alternatives, requirements and decision criteria.
4. CONTRACTOR will provide Services under this Statement of Work during normal business hours, 8:00 a.m. to 5:00 p.m. (local time) Monday through Friday, except state holidays, unless otherwise specified.